



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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First Named Inventor:
Allen B. Childress

Title: DYNAMIC HELP
SYSTEM FOR AN
INSURANCE CLAIMS
PROCESSING SYSTEMS

Examiner: Bleck, C.
Art Unit: 3626
Atty. Dkt. No: 5053-35700

<p>CERTIFICATE OF MAILING UNDER 37 C.F.R. §1.8</p> <p>DATE OF DEPOSIT: 10/10/06</p> <p>I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail on the date indicated above and is addressed to:</p> <p>Commissioner for Patents Alexandria, VA 22313-1450</p> <p><i>Amy Caddell</i> Amy Caddell</p>
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APPEAL BRIEF

Mail Stop Appeal Brief - Patents

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Appellant submits the following Appeal Brief in support of claims 1-6, 8-20, 22, 24-28, 43-48, 51-60, 62-68, 81-92, 94-99, 114, 115, and 117-122 of the above-referenced application. Appellant submits that each of these claims is patentable and in condition for allowance.

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I. Real Party in Interest

The Real Party in Interest for the appealed application is Computer Sciences Corporation, a corporation having a place of business at 200 West Cesar Chavez, Austin, Texas 78701.

II. Related Appeals and Interferences

There are no related appeals or interferences that will directly affect or be directly affected by or have a bearing on the Board's decision in the pending appeal.

III. Status of Claims

Claims 1-122 have been entered in the case. Claims 7, 21, 23, 29-42, 49, 50, 61, 69-80, 93, 100-113, and 116 have been cancelled. Claims 1-6, 8-20, 22, 24-28, 43-48, 51-60, 62-68, 81-92, 94-99, 114, 115, and 117-122 are pending. Claims 1-6, 8-20, 22, 24-28, 43-48, 51-60, 62-68, 81-92, 94-99, 114, 115, and 117-122 have been rejected. No claims have been allowed.

IV. Status of Amendments

All amendments to the claims have been accepted by the Examiner.

V. Summary of Claimed Subject Matter

This invention generally relates to methods, systems and carrier mediums for providing context-sensitive help at various steps of processing insurance claims. See Specification, page 1, lines 5-8 (all future page, paragraph, and line references in this section refer to the Specification unless otherwise indicated).

Insurance companies may use computer-based and knowledge-based claim-processing systems to process, evaluate, analyze and estimate insurance claims in a fair and consistent manner. A knowledge-based claim-processing system includes an expert system which utilizes and builds a knowledge base to assist the user in decision making. Such a system may allow the insurance companies to define new rules and/or use previously defined rules, in real-time. (See page 1, line 26 to page 2, line 2).

The complexity of analyzing or estimating the amount of damage associated with one or more types of bodily injuries may create difficulties to a user of the knowledge-based systems. Help information in the form of documents such as manuals and guidebooks may be provided by the knowledge-based systems to help the user in completing the data input process. The volume and complexity of the supplied help information may make it difficult for the user to locate a portion or portions of the information pertinent to a current step or screen that the user is working on in the data input process (see page 2, lines 9-17).

Recognizing the drawbacks of conventional knowledge-based systems, Appellant developed new methods, systems and carrier media for providing online context sensitive help for users of knowledge-based systems.

Independent claim 1 is directed to a method for providing context-sensitive help in a computer-based bodily injury insurance claims processing system (see page 3, lines 3-5). The processing of a bodily injury insurance claim includes evaluating, analyzing and estimating the amount of damage associated with the bodily injuries (see page 1, lines 13-15). The processing of the bodily injury insurance claim includes one or more steps. Each step is displayable in a display page on a display of the system. A first step in the processing of the insurance claim is initiated (see page 4, lines 23-29). A page identifier for the display page for the first step is retrieved from display information describing the display page for the first step. The page identifier for the display page for the first step is a unique code for the display page for the first step (see page 5, lines 1-2 and 12-13).

A first help information entry for the first step is located in a help database using the page identifier for the display page. The first help information entry for the first step includes a first unit of help information for the first step. The first unit of help information for the first step is read from the first help information entry in the help database (see page 5, line 21 to page 6, line 6; page 4, lines 1-22). The first unit of help information for the first step includes context sensitive help for the first step (see page 5, lines 4-11). The context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated (see page 5, lines 1-3). The first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display (see page 5, lines 8-11).

Independent claim 13 is directed to a method for providing context-sensitive help in a computer-based bodily injury insurance claims processing system. Each step of processing is displayable in a display page on a display of the system. A first step in the processing of the insurance claim is initiated (see page 4, lines 23-29). A page identifier for the display page for the first step is retrieved from display information describing the display page for the first step. The page identifier for the display page for the first step is a unique code for the display page for the first step (see page 5, lines 1-2 and 12-13).

A first page identifier entry for the page identifier is located in a first index table. The first page identifier entry includes a first object identifier for locating help information entries in help information tables. The first object identifier is read from the first page identifier entry (see page 5, line 21 to page 6, line 6; page 7, lines 21-26).

A first help information entry for the first object identifier is located in a first help information table from the help information tables. The first help information entry for the first step includes a first unit of help information for the first step. The first unit of help information for the first step is read from the first help information entry in the help database (see page 5, line 21 to page 6, line 6; page 4, lines 1-22). The first unit of help information for the first step includes context sensitive help for the first step (see page 5,

lines 4-11). The context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated (see page 5, lines 1-3). The first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display (see page 5, lines 8-11).

Claim 24 is directed to a method for providing context-sensitive help in a computer-based bodily injury insurance claims processing system. Each step of processing is displayable in a display page on a display of the system. A first step in the processing of the insurance claim is initiated (see page 4, lines 23-29). A page identifier for the display page for the first step is retrieved from display information describing the display page for the first step. The page identifier for the display page for the first step is a unique code for the display page for the first step (see page 5, lines 1-2 and 12-13).

A plurality of page identifier entries for the page identifier is located in one or more index tables. Each of the plurality of page identifier entries includes an object identifier for locating object identifier entries for the page identifier in one or more help information tables. A plurality of object identifiers is retrieved from the plurality of page identifier entries.

A first plurality of help information entries for the plurality of object identifiers is located in help information tables. Each of the first plurality of help information entries for the first step includes a unit of help information for the first step. The first unit of help information for the first step is read from the first help information entry in the help database (see page 5, line 21 to page 6, line 6; page 4, lines 1-22). The first unit of help information for the first step includes context sensitive help for the first step (see page 5, lines 4-11). The context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated (page 5, lines 1-3). The first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display (see page 5, lines 8-11).

Independent claim 43 is directed to a bodily injury insurance claims processing system. The system includes a computer system having a memory medium, a display device coupled to the computer system, and a user input device (see page 11, lines 4-25; page 15, line 24 to page 16, line 9). A help database for the bodily injury insurance claims processing system is stored in the memory medium (see page 11, lines 11-25). The help database includes one or more documents related to the processing of bodily injury insurance claims and one or more tables for locating occurrences of terms in the help database (see page 16, lines 21-28).

The system further includes a bodily injury insurance claims processing program executable to: initiate a first step in the processing of a bodily injury insurance claim; locate a first help information entry for the first step in the help database using a page identifier for the first step; read the first unit of help information for the first step from the first help information entry in the help database; display the first unit of help information read from the first help information entry for the first step on the display device; and display the display page for the first step on the display device. The first unit of help information for the first step includes context sensitive help for the first step. The context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated. The first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display.

Independent claim 54 is directed to a bodily injury insurance claims processing system. The system includes a computer system having a memory medium and a display device coupled to the computer system. A help database for the bodily injury insurance claims processing system is stored in the memory medium. The help database includes one or more documents related to the processing of bodily injury insurance claims; one or more help information tables comprising help information entries for locating occurrences of terms in the help database; and one or more index tables including index table entries for locating help information entries in the help information tables.

The system further includes a bodily injury insurance claims processing program executable to: initiate a first step in the processing of a bodily injury insurance claim; retrieve a page identifier for a display page for the first step from display page information for the first step; locate a first page identifier entry for the page identifier in a first index table; read the first object identifier from the first page identifier entry; locate a first help information entry for the first object identifier in a first help information table from the one or more help information tables; read the first unit of help information for the first step from the first help information entry in the first help information table; display the first unit of help information read from the first help information entry for the first step on the display device; and display the display page for the first step on the display device. The first unit of help information for the first step includes context sensitive help for the first step. The context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated. The first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display.

Independent claim 64 is directed to a bodily injury insurance claims processing system. The system includes a computer system having a memory medium, a display device coupled to the computer system, and a user input device. A help database for the bodily injury insurance claims processing system is stored in the memory medium. The help database includes one or more documents related to the processing of bodily injury insurance claims; one or more help information tables comprising help information entries for locating occurrences of terms in the help database; and one or more index tables including index table entries for locating help information entries in the help information tables.

The system further includes a bodily injury insurance claims processing program executable to: initiate a first step in the processing of a bodily injury insurance claim; retrieve a plurality of page identifiers for a display page for the first step from display page information for the first step; locate a plurality of page identifier entries for the page identifier in one or more index tables; retrieve a plurality of object identifiers from the

plurality of page identifier entries; locate a first plurality of help information entries for the plurality of object identifiers from one or more help information tables; read the first plurality of unit of help information for the first step from the first help information entry in the first help information table; display the first plurality of units of help information read from the first help information entry for the first step on the display device; and display the display page for the first step on the display device. The first unit of help information for the first step includes context sensitive help for the first step. The context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated. The first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display.

Independent claim 81 is directed to a carrier medium including program instructions executable to implement a method of processing bodily insurance claims (see page 18, lines 6-11). The method includes: initiating a first step in the processing of a bodily injury insurance claim; retrieving a page identifier for the display page for the first step from display information describing the display page for the first step; locating a first help information entry for the first step in a help database using the page identifier for the display page, reading a first unit of help information for the first step from the first help information entry in the help database; displaying the first unit of help information read from the first help information entry for the first step on the display; and displaying the display page for the first step on the display. The first unit of help information for the first step includes context sensitive help for the first step. The context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated. The first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display.

Independent claim 88 is directed to a carrier medium including program instructions executable to implement a method of processing bodily insurance claims. The method includes initiating a first step in the processing of the bodily injury insurance claim; retrieving a page identifier for the display page for the first step from display information describing the display page for the first step; locating a first page identifier

entry for the page identifier in a first index table; reading the first object identifier from the first page identifier entry; locating a first help information entry for the first object identifier in a first help information table from the one or more help information tables, reading a first unit of help information for the first step from the first help information entry in the first help information table; displaying the first unit of help information read from the first help information entry for the first step on the display; and displaying the display page for the first step on the display. The context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated. The first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display.

Independent claim 95 is directed to a carrier medium including program instructions executable to implement a method of processing bodily insurance claims. The method includes initiating a first step in the processing of a bodily injury insurance claim; retrieving a page identifier for a display page for the first step from display information describing the display page for the first step; locating a plurality of page identifier entries for the page identifier in one or more index tables; retrieving a plurality of object identifiers from the plurality of page identifier entries in response to initiating the first step; locating a first plurality of help information entries for the plurality of object identifiers in the one or more help information tables; reading a first plurality of units of help information for the display page for the first step from the first plurality of help information entries; displaying the first plurality of units of help information read from the first plurality of help information entries for the display page for the first step on the display; and displaying the display page for the first step on the display. The context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated. The first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display.

VI. Grounds of Rejection to be Reviewed on Appeal

1. Claims 1-6, 8-20, 22, 24-28, 43-48, 51-60, 62-68, 81-92, 94-99, and 122 are finally rejected under 35 U.S.C. § 103(a) as being unpatentable over U.S. Patent No. 5,655,085 to Ryan et al. (“Ryan”) in view of U.S. Patent No. 4,992,972 to Brooks et al. (“Brooks”), U.S. Patent No. 5,950,169 to Borghesi et al. (“Borghesi”), U.S. Patent No. 6,467,081 to Vaidyanathan et al. (“Vaidyanathan”) and further in view of U.S. Patent No. 6,452,607 to Livingston (“Livingston”).
2. Claims 120 and 121 are finally rejected under 35 U.S.C. §103(a) as being unpatentable over Ryan in view of Brooks, Borghesi, and Vaidyanathan and further in view of Livingston and U.S. Patent No. 5,877,757 to Baldwin et al. (“Baldwin”).
3. Claims 114, 115, 117, 118, and 119 are finally rejected under 35 U.S.C. §103(a) as being unpatentable over Ryan in view of Brooks, Borghesi, and Vaidyanathan and further in view of U.S. Patent No. 6,240,408 to Kaufman (“Kaufman”) and Livingston.

VII. Argument

First Ground of Rejection:

Claims 1-6, 8-20, 22, 24-28, 43-48, 51-60, 62-68, 81-92, 94-99, and 122 are finally rejected under 35 U.S.C. §103(a) as being unpatentable over Ryan in view of Brooks, Borghesi, and Vaidyanathan and further in view of Livingston. Appellant traverses this rejection for the following reasons. Different groups of claims are addressed under their respective subheadings.

Claim 1

In order to reject a claim as obvious, the Examiner has the burden of establishing a *prima facie* case of obviousness. *In re Warner* et al., 379 F.2d 1011, 154 U.S.P.Q. 173, 177-178 (C.C.P.A. 1967). To establish a *prima facie* obviousness of a claimed invention, all the claim limitations must be taught or suggested by the prior art. (emphasis added) *In*

re Royka, 490 F.2d 981, 180 U.S.P.Q. 580 (C.C.P.A. 1974), MPEP § 2143.03. “All the words in a claim must be considered in judging the patentability of that claim against the prior art.” (emphasis added) *In re Wilson*, 424 F.2d 1382, 1385 (C.C.P.A. 1970). In addition, there must be some suggestion or motivation, either in the references themselves or in the knowledge generally available to one of ordinary skill in the art, to modify the reference or to combine reference teachings. *In re Vaeck*, 947 F.2d 488, 20 USPQ2d 1438 (Fed. Cir. 1991).

Claim 1 describe a combination of features including:

wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display.

Appellant respectfully submits that the cited art does not appear to disclose at least the above features of claim 1.

The Examiner states that Ryan, Brooks, Borghesi, and Vaidyanathan fail to expressly disclose the above-cited limitation. The Examiner nonetheless cites Livingston to remedy the deficiencies of the other cited references, stating that “at the time the invention was made, it would have been obvious to one of ordinary skill in the art to include the features of Livingston with the method taught by Ryan, Brooks, Borghesi, and Vaidyanathan with the motivation of actively providing the user with context-sensitive help information.” Appellant respectfully disagrees.

Appellant’s claims are directed to methods of automatically displaying context sensitive help information. Specifically, “the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display.” Appellant submits that Livingston does not appear to teach or suggest automatically displaying help information

on a display. In fact, Livingston appears to teach away from the automatic display of help information. Specifically, Livingston states:

Additionally, preferably, the help control 110 of the present invention is not "visually noisy" or annoying to a user relative to neighboring control features or the entire display at hand. Namely, help control 110 is relatively small and is disposed relatively close to control option 100 so that other interface components or options are not obstructed thereby. In other words, help control 110 is non-intrusively displayed. ... As such, it can easily be ignored when the user is not interested in the control(s) to which it relates. However, if the user is interested, he or she need only click on the help control 110 to display a helpful context-sensitive message
(Livingston, Col. 4, lines 39-56)

In summary, in a preferred embodiment, this invention provides help that is context-specific in two ways. First, the help control 110, 150 doesn't appear unless the control option it relates to is noteworthy or in a state that merits the user's attention. Second, when it does appear and the user selects it, it produces a message that is helpful and specific to the current context of the user interface. Additionally, the context-sensitive messages are not annoying because they do not appear unless the user requests them by selecting the help control 110, 150. Moreover, the help control is very accessible (i.e., doesn't require the user to turn on a "help mode") and because it automatically appears only when needed.
(Livingston, Col. 6, lines 28-40) (emphasis added)

Appellant's claims are directed to a method of automatically displaying a help message when a first step of an insurance processing process is displayed. Livingston, on the other hand, appears to teach that the help message is only displayed if the user desires to see a help message. Furthermore, Livingston appears to teach that the automatic display of help messages would not be desirable to a user. As such, Livingston appears to teach away from the automatic display of a help message by instead teaching a system that allows a user to decide when such a message should be displayed. In contrast, Appellant's claims are directed to a method of automatically displaying a help message regardless of the user's preference.

Appellant further submits that including the features of Livingston with the other references does not appear to teach or suggest the features of Appellant's claims.

Specifically, Livingston appears to teach the display of an icon when help information is available for viewing by the user. To access this help information a user must select the icon to activate the display of information. In contrast, Appellant's claims are directed to automatically displaying the help information without the need for a user to request the help information.

The Examiner appears to take the position that help control 110 is a unit of help information as recited in claim 1. Appellant disagrees. Livingston states:

In the example shown, help control 110 is a graphical button (icon) in the form of a small cartoon speech type bubble that references or points to the disabled option 100. The button (bubble) 110 includes the well known letter "i" to represent to a user that information is available. As such, a user recognizes that bubble 110 is a selectable control for enabling a display of help information.
(Livingston, column 4, lines 12-18)

Thus, though Livingston discloses automatically displaying a help control, no unit of help information from a first help information entry in the help database is displayed unless the user takes an action to enable the display of information.

For at least these reasons, Appellant submits that the combination of Livingston with the other cited references does not appear to teach or suggest all of the features of Appellant's claims.

Claim 6

Claim 6 states, in part, "determining a first relevance value for the first unit of help information read from the first help information entry for the first step; and determining a second relevance value for the second unit of help information read from the second help information entry for the first step" and "wherein, in determining at least one of the first or second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections". The Examiner appears to take the position that Brooks discloses the above-quoted feature of

claim 6. Appellant submits, however, that none of the passages cited by the Examiner teach the above-quoted features of claim 6.

The Examiner states:

Brooks discloses sorting module names into an ordered list sequenced according to how many times its TOPIC was accessed in the topic table (col. 10 lines 17-36). Brooks discloses a help area entry containing a location LOC and a name NAME, wherein the name corresponds to the name of a particular help module in a help object (Fig. 4 and col. 6 lines 31-35), wherein the area actually used for a given cursor location is found by searching a list of entries in order and designating the first entry whose LOCation includes the actual position of the cursor as the LOC. Furthermore, each help module is associated with help text mapped to the cursor text and displayed in a display screen (see Abstract, Fig. 4 # 416-417, 420, and 440-441, and col. 10 line 48 to col. 12 line 8).
(Final Office Action, page 5)

The Examiner appears to rely on Brooks' disclosure of an "ordered list sequenced according to how many times its TOPIC was accessed" as teaching or suggesting a relevance value. Nevertheless, nothing in the cited passages of Brooks appear to teach or suggest a determining a first relevance value for the first unit of help information read from the first help information entry for a step; and determining a second relevance value for a second unit of help information read from the second help information entry for the step, and wherein, in determining at least one of the relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections. For at least these reasons, and for the reasons recited above with respect to independent claim 1, Appellant submits that claim 6 is patentable over the cited art.

Claims 13, 24, 43, 54, 64, 81, 88, and 95

Claims 13, 24, 43, 54, 64, 81, 88, and 95 recite "wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the

display”. The arguments made above in regard to claim 1 also apply to claims 13, 24, 43, 54, 64, 81, 88, and 95.

Claims 22 and 48

Claims 22 and 48 recite “determining a first relevance value for the first unit of help information read from the first help information entry for the first step; and determining a second relevance value for the second unit of help information read from the second help information entry for the first step” and “wherein, in determining at least one of the first or second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections”. The arguments made above in regard to claim 6 also apply to claims 22 and 48.

Claim 122

Claim 122 states, in part, “wherein one portion of the display comprises a plurality of step elements, wherein another portion of the display comprises context sensitive help for the step and context sensitive help for each of the step elements”. Claim 122 is directed to a method in which a display includes multiple step elements. For example, Applicant’s specification states:

Figure 8 illustrates one embodiment of a display screen 200 showing multiple panes, wherein two of the panes comprise context sensitive help information for a step and the elements of the step. In this embodiment, pane 202 may display a step in the processing of an insurance claim. One or more step elements 203 may be displayed in pane 202. One or more context sensitive help occurrences for the step may be displayed in pane 230. One or more context sensitive help occurrences for the elements in the step may also be displayed in pane 230.

(Appellant’s specification, page 37) (emphasis added).

Regarding claim 122, the Examiner states: “As per claim 122, Livingston discloses providing context sensitive help for steps (col. 2 lines 30-47)”. The cited passage from Livingston states:

According to principles of the present invention in a preferred embodiment, a help feature for a user interface includes a help control, such as a graphical button, displayed adjacent to a control option of the user interface. The help control references the control option for obtaining help information about the control option. According to further principles, the help control is displayed, and remains displayed, in response to a detected noteworthy status of the control option. Specifically, the help control is displayed automatically, without user interaction, in the event the control option is disabled and noteworthy. Alternatively, the control option is displayed in the event it is enabled and noteworthy. Also, preferably, the help control is displayed non-intrusively relative to other elements of the user interface. Importantly, when the help control is selected by the user, context-sensitive help information is displayed describing, respectively, why the control option is disabled or why it is enabled and noteworthy.

Livingston discloses a help control displayed adjacent to a control option of a user interface. Appellant submits that Livingston does not teach or suggest a portion of a display including context sensitive help for a step and context sensitive help for each of a plurality of step elements. For at least these reasons, and for the reasons recited above with respect to independent claim 1, Appellant submits that claim 122 is patentable over the cited art.

Second Ground of Rejection:

Claims 120 and 121 are finally rejected under 35 U.S.C. §103(a) as being unpatentable over Ryan in view of Brooks, Borghesi, and Vaidyanathan and further in view of Livingston and Baldwin. Appellant traverses this rejection for the following reasons.

Claim 121

Claim 121 states, in part, “displaying on the display a location of an occurrence of the first unit of help information in one or more documents, wherein the location is displayed as a chapter hierarchy of at least one of the documents in which the occurrence is found.” The Examiner asserts that Baldwin discloses the above-quoted feature of

claim 121. Appellant submits, however, that none of the passages cited by the Examiner teach or suggest the above-quoted features recited in claim 121. For example, one cited passage of Baldwin states:

The above and other objects are achieved as is now described. A method and system are disclosed for providing help-data in association with applications launched from a network, such that the applications are displayed within a window of a graphical user interface. Initially, an application is selected from among a number of applications, which are constructed from data generated at a server located within the network. Next, help-data associated with that application is identified. Thereafter, the identified help-data is automatically converted to hypertext data, if the identified help-data is derived from a native format other than hypertext format. Hypertext links associated with the identified help-data are then automatically displayed within a window of the graphical user interface. Thereafter, the help-data is automatically displayed within a window of the graphical user interface as a hypertext document, in response to an invocation of the hypertext link by a user of the application. Thus, the hypertext links associated with the identified help-data can be presented to the user in the form of a table, and in a graphical user interface window other than the graphical user interface window in which the application is displayed.

(Baldwin, column 4, lines 21-42)

The cited passage appears to relate to providing help-data in association with a number of applications launched from a network. Help-data associated with an application is identified and automatically converted to hypertext data, and hypertext links associated with the help-data are displayed within a window as a hypertext document. Baldwin does not, however, appear to teach or suggest displaying on the display a location of an occurrence of the first unit of help information in one or more documents, wherein the location is displayed as a chapter hierarchy of the document in which the occurrence is found.

In another passage cited by the Examiner, Baldwin states:

1. A method for providing help-data in association with applications launched from a computer network, wherein said applications are displayed within a window of a graphic interface, and selected from

among a plurality of applications, each of said plurality of applications constructed from data generated at a server located within said computer network, said method comprising the steps of:
identifying help-data associated with a selected application launched from said computer network;
automatically converting said identified help-data to hypertext data, if said identified help-data is derived from a native format other than hypertext format;
automatically displaying within a window of said graphic interface, at least one hypertext link associated with said identified help-data; and
automatically displaying within a window of said graphic interface, said help-data as a hypertext document, in response to an invocation of said at least one hypertext link by a user of said selected application.
(Baldwin, column 10, line 52 to column 11, line 4)

Again, Appellant submits that Baldwin does not appear to teach or disclose displaying on the display a location of an occurrence of the first unit of help information in one or more documents, wherein the location is displayed as a chapter hierarchy of the document in which the occurrence is found.” For at least these reasons, and for the reasons recited above with respect to independent claim 1, Appellant submits that claim 121 is patentable over the cited art.

Third Ground of Rejection:

Claims 114, 115, 117, 118, and 119 are finally rejected under 35 U.S.C. §103(a) as being unpatentable over Ryan in view of Brooks, Borghesi, and Vaidyanathan and further in view of Kaufman and Livingston. Appellant traverses this rejection for the following reasons.

Claim 114

Claim 114 states, in part: “wherein the first and second units of help information comprise headers from one or more documents related to the processing of the bodily injury insurance claim and text sections from the one or more documents” and “wherein, in determining at least one of the first and second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences

in the text sections.” The cited art does not appear to teach or suggest at least these features of claim 114.

In the Final Office Action, the Examiner states:

Claims 114, 115, and 117 have been amended to recite “wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display”.

Appellant submits that the above statement by the Examiner in the Final Office Action is not correct. Claim 114 states:

114. The method of claim 3, wherein the first and second units of help information comprise headers from one or more documents related to the processing of the bodily injury insurance claim and text sections from the one or more documents, wherein determining the first relevance value comprises using a word count for a term or a code from the first help information entry, wherein determining the second relevance value comprises using a word count for the term or the code from the second help information entry, wherein, in determining at least one of the first and second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

Thus, claim 114 does not recite the features quoted by the Examiner above, but does recite other features not addressed by the Examiner in the Final Office Action. The Examiner’s arguments with respect to claim 114 appear to be very similar to those made with respect to independent claim 1. Appellant submits, however, that the Examiner has not addressed the combination of features described in claim 114.

Claim 115 and 117

Claims 115 and 117 recite “wherein the first and second units of help information comprise headers from one or more documents related to the processing of the bodily injury insurance claim and text sections from the one or more documents” and “wherein, in determining at least one of the first and second relevance values, a header relevance

value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.” The arguments made above in regard to claim 114 also apply to claims 115 and 117.

Claim 119

Claim 119 states, in part, “wherein the first and second relevance values comprise relevance values for occurrences headers and relevance values for text sections, wherein the weight or scaling factors for the first and second relevance values are such that the minimum relevance values for the headers are the maximum relevance values for the text sections.” The Examiner appears to take the position that Kaufman discloses the above-quoted feature of claim 119. Appellant submits, however, that neither the passage of Kaufman cited by the Examiner, nor other portions of the cited art, teach or suggest the above-quoted features recited in claim 119. For example, Kaufman states:

The sentence quantizer 60 provides two distinct measures of sentence similarity: a position-independent sentence similarity and a position-dependent sentence similarity, also referred to as a weighted average.

The position-independent sentence similarity represents how closely the words in a particular sentence match the specified query-words. However, this measure is sensitive only to the distribution of words in the particular sentence. It is not sensitive to the position of that sentence within the document. As a result, a sentence that closely matches the query-words receives the same position-independent sentence similarity score whether that sentence is near the beginning of the document or in the middle of the document.

It is apparent however that the location of a sentence within a document is potentially indicative of the relevance of that document. For example, a sentence near the beginning of the document is likely to be part of an introduction that summarizes the content of the document. Similarly, a sentence near the end of the document is likely to recapitulate the main points of that document. As a result, it is useful to weight a sentence located at the extremes of the document more heavily than the same sentence located near the middle of the document. It is for this reason that the sentence quantizer 60 also calculates a position-dependent sentence similarity, or weighted average.

(Kaufman, column 10, lines 22-45)

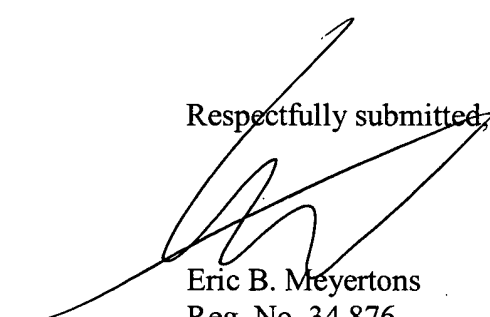
Kaufman discloses a “sentence quantizer” that provides a position-independent measure of sentence similarity and a position-dependent measure of sentence similarity. A sentence located at the beginning or end of a document is weighted higher than a similar sentence located in the middle of the document. Kaufman does not, however, appear to teach or suggest the weight or scaling factors for the first and second relevance values are such that the minimum relevance values for the headers are the maximum relevance values for the text sections. For at least these reasons, and for the reasons recited above with respect to independent claim 1, Appellant submits that claim 119 is patentable over the cited art.

VIII. Conclusion

For the foregoing reasons, it is submitted that the Examiner's rejection of claims 1-6, 8-20, 22, 24-28, 43-48, 51-60, 62-68, 81-92, 94-99, 114, 115, and 117-122 was erroneous, and reversal of his decision is respectfully requested.

Appellant respectfully requests a one-month extension of time to file the Appeal Brief. A Fee Authorization is attached for the filing of this appeal brief and a one-month extension of time. If any additional extension of time is required, Appellant hereby requests the appropriate extension of time. If any fees are omitted or if any additional fees are required or have been overpaid, please appropriately charge or credit those fees to Meyertons, Hood, Kivlin, Kowert & Goetzel, P.C. Deposit Account Number 50-1505/5053-35700/EBM.

Respectfully submitted,



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IX. Claims Appendix

The claims on appeal are as follows:

1. A method for providing context-sensitive help in a computer-based bodily injury insurance claims processing system comprising a display, the method comprising:
 - initiating processing of a bodily injury insurance claim on the computer-based bodily injury insurance claims processing system, wherein said processing of the bodily injury insurance claim on the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayable in a display page on the display, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;
 - initiating a first step in the processing of the insurance claim;
 - retrieving a page identifier for the display page for the first step from display information describing the display page for the first step, wherein the page identifier for the display page for the first step is a unique code for the display page for the first step;
 - locating a first help information entry for the first step in a help database using the page identifier for the display page, wherein the first help information entry for the first step includes a first unit of help information for the first step;
 - reading the first unit of help information for the first step from the first help information entry in the help database;
 - displaying the first unit of help information read from the first help information entry for the first step on the display; and
 - displaying the display page for the first step on the display;
- wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the

first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display.

2. The method of claim 1, further comprising:
locating a second help information entry for the first step in the help database using the page identifier for the display page, wherein the second help information entry for the first step includes a second unit of help information for the first step;
reading the second unit of help information for the first step from the second help information entry in the help database; and
displaying the second unit of help information read from the second help information entry for the first step on the display.
3. The method of claim 2, further comprising:
determining a first relevance value for the first unit of help information read from the first help information entry for the first step;
determining a second relevance value for the second unit of help information read from the second help information entry for the first step; and
wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values.
4. The method of claim 1,
wherein the help database comprises an index table comprising a plurality of index table entries, wherein a first portion of the plurality of index table entries each comprise a page identifier and an object identifier;
wherein the help database further comprises one or more help information tables each comprising a plurality of help information entries, wherein each of the plurality of help information entries comprises an object identifier and a unit of help information; and

wherein the index table entries in the index table are used to locate help information entries in the one or more help information tables by matching index table entry object identifiers to help information entry object identifiers.

5. The method of claim 4,
wherein said locating the first help information entry for the first step in the help database using the page identifier for the display page comprises:
locating in the index table a first index table entry comprising a page identifier that matches the page identifier for the display page,
wherein the first index table entry comprises a first object identifier;
reading the first object identifier from the index table entry; and
locating in a first of the one or more help information tables the first help information entry for the first object identifier, wherein an object identifier in the first help information entry matches the first object identifier from the first index table entry, and wherein the first help information entry further comprises the first unit of help information for the first step.
6. The method of claim 5,
wherein the one or more help information tables comprise:
a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and
a text table, wherein units of help information in the text table include text sections from the one or more documents;
the method further comprising:
determining a first relevance value for the first unit of help information read from the first help information entry for the first step; and

determining a second relevance value for the second unit of help information read from the second help information entry for the first step;
wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values, and
wherein, in determining at least one of the first or second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

8. The method of claim 1,
wherein the first unit of help information read from the first help information entry for the display page is information relevant to performing the first step in processing of the bodily injury insurance claim.
9. The method of claim 1,
wherein the first unit of help information read from the first help information entry for the display page is extracted from a guidebook comprising a plurality of terms used in bodily injury insurance claims processing.
10. The method of claim 1, further comprising:
providing a search interface on the display, wherein the search interface is configured to accept user input of one or more terms to be searched for in the help database;
receiving a first term to be searched for in the search interface;
initiating a search for the first term in the help database;
locating a first help information entry for the first term in the help database,
wherein the first help information entry for the first term includes a first unit of help information for the first term;
reading the first unit of help information for the first term from the first help information entry in the help database; and
displaying the first unit of help information read from the first help information entry for the first term on the display.

11. The method of claim 10, further comprising:
 - locating a second help information entry for the first term in the help database, wherein the second help information entry for the first term includes a second unit of help information for the first term;
 - reading the second unit of help information for the first term from the second help information entry in the help database; and
 - displaying the second unit of help information read from the second help information entry for the first term on the display.
12. The method of claim 11, further comprising:
 - determining a first relevance value for the first unit of help information read from the first help information entry for the first term;
 - determining a second relevance value for the second unit of help information read from the second help information entry for the first term; and
 - wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values.
13. A method for providing context-sensitive help in a computer-based bodily injury insurance claims processing system comprising a display, the method comprising:
 - initiating processing of a bodily injury insurance claim on the computer-based bodily injury insurance claims processing system, wherein said processing of the insurance claim on the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayable in a display page on the display, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;
 - initiating a first step in the processing of the bodily injury insurance claim;
 - retrieving a page identifier for the display page for the first step from display information describing the display page for the first step, wherein the page

identifier for the display page for the first step is a unique code for the display page for the first step;
locating a first page identifier entry for the page identifier in a first index table,
wherein the first page identifier entry includes a first object identifier for locating help information entries in one or more help information tables;
reading the first object identifier from the first page identifier entry;
locating a first help information entry for the first object identifier in a first help information table from the one or more help information tables, wherein the first help information entry for the first object identifier includes a first unit of help information for the first step;
reading the first unit of help information for the first step from the first help information entry in the first help information table;
displaying the first unit of help information read from the first help information entry for the first step on the display; and
displaying the display page for the first step on the display;
wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display.

14. The method of claim 13, further comprising:

locating a second page identifier entry for the page identifier in the first index table, wherein the second page identifier entry includes a second object identifier for locating help information entries in the one or more help information tables;
retrieving the second object identifier from the second page identifier entry;
locating a second help information entry for the second object identifier in the first help information table, wherein the second help information entry for

second first object identifier includes a second unit of help information for the first step;
reading the second unit of help information for the first step from the second help information entry in the first help information table; and
displaying the second unit of help information read from the second help information entry for the first step on the display.

15. The method of claim 14, further comprising:
determining a first relevance value for the first unit of help information read from the first help information entry for the first step;
determining a second relevance value for the second unit of help information read from the second help information entry for the first step; and
wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values.
16. The method of claim 14, further comprising:
reading a first relevance value for the first unit of help information read from the first help information entry for the first step from the first page identifier entry in the first index table;
reading a second relevance value for the second unit of help information read from the second help information entry for the first step from the second page identifier entry in the first index table; and
wherein the first unit of help information and the second unit of help information are displayed on the display in order of their relevance values.
17. The method of claim 13,
wherein the first step includes one or more content items each associated with a content item code, and wherein the content items are displayable on the display page for the first step;
wherein the method further comprises:

locating a first content item code entry for the first content item code in the first index table, wherein the first content item code entry includes a third object identifier for locating help information entries in the one or more help information tables;
retrieving the third object identifier from the first content item code entry;
locating a third help information entry for the third object identifier in the first help information table, wherein the third help information entry for the third object identifier includes a third unit of help information for the first content item of the first step;
reading the third unit of help information for the first content item of the first step from the third help information entry in the first help information table; and
displaying the third unit of help information read from the third help information entry for the first content item of the first step on the display.

18. The method of claim 17, further comprising:
determining a first relevance value for the first unit of help information read from the first help information entry for the first step;
determining a third relevance value for the third unit of help information read from the third help information entry for the first content item of the first step; and
wherein the first unit of help information and the third unit of help information are displayed on the display in order of their relevance values.
19. The method of claim 17, further comprising:
reading a first relevance value for the first unit of help information read from the first help information entry for the first step from the first page identifier entry;

reading a third relevance value for the third unit of help information read from the third help information entry for the first content item of the first step from the third page identifier entry; and
wherein the first unit of help information and the third unit of help information are displayed on the display in order of their relevance values.

20. The method of claim 13,
wherein the first unit of help information read from the first help information entry for the display page is information relevant to performing the first step in processing of the bodily injury insurance claim.

22. The method of claim 13,
wherein the one or more help information tables comprise:
a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and
a text table, wherein units of help information in the text table include text sections from the one or more documents;
the method further comprising:
determining a first relevance value for the first unit of help information read from the first help information entry for the first step; and
determining a second relevance value for the second unit of help information read from the second help information entry for the first step;
wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values, and
wherein, in determining at least one of the first or second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

24. A method for providing context-sensitive help in a computer-based bodily injury insurance claims processing system comprising a display, the method comprising:

initiating processing of a bodily injury insurance claim on the computer-based
 bodily injury insurance claims processing system, wherein said processing
 of the bodily injury insurance claim on the computer-based bodily injury
 insurance claims processing system comprises one or more steps, and
 wherein each step is displayed in one or more display pages on the
 display, and wherein processing a bodily injury insurance claim comprises
 evaluating, analyzing and estimating the amount of damage associated
 with the bodily injuries;

initiating a first step in the processing of the bodily injury insurance claim;

retrieving a page identifier for a display page for the first step from display
 information describing the display page for the first step, wherein the page
 identifier for the display page for the first step is a unique code for the
 display page for the first step;

locating a plurality of page identifier entries for the page identifier in one or more
 index tables, wherein each of the plurality of page identifier entries
 includes an object identifier for locating object identifier entries for the
 page identifier in one or more help information tables;

retrieving a plurality of object identifiers from the plurality of page identifier
 entries;

locating a first plurality of help information entries for the plurality of object
 identifiers in the one or more help information tables, wherein each of the
 first plurality of help information entries includes a unit of help
 information for the display page for the first step;

reading a first plurality of units of help information for the display page for the
 first step from the first plurality of help information entries;

displaying the first plurality of units of help information read from the first
 plurality of help information entries for the display page for the first step
 on the display; and

displaying the display page for the first step on the display;

wherein the first unit of help information for the first step comprises context
 sensitive help for the first step, wherein the context sensitive help for the

first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display.

25. The method of claim 24, further comprising:
reading a first plurality of relevance values for the first plurality of units of help information from the plurality of page identifier entries in the one or more index tables; and
displaying the first plurality of units of help information on the display in order of the first plurality of relevance values.
26. The method of claim 24,
wherein the first step includes a plurality of content items;
wherein the plurality of content items are displayed on the display page for the first step;
wherein one or more of the plurality of content items of the first step are associated with a content item code; and
wherein the method further comprises:
retrieving one or more content item codes for the one or more of the plurality of content items;
locating one or more content item code entries for the one or more content item codes in the one or more index tables, wherein each of the one or more content item code entries includes an object identifier for locating help information entries in the one or more help information tables;
retrieving one or more object identifiers from the one or more content item code entries for the one or more content item codes;
locating a second plurality of help information entries for the one or more object identifiers in the one or more help information tables,

wherein the second plurality of help information entries for the one or more object identifiers each include a unit of help information; reading a second plurality of units of help information for the one or more of the plurality of content items from the second plurality of help information entries in the one or more help information tables; and displaying the second plurality of units of help information read from the second plurality of help information entries on the display.

27. The method of claim 26, further comprising:
reading a first plurality of relevance values for the first plurality of units of help information from the plurality of page identifier entries in the one or more index tables;
reading one or more relevance values for the second plurality of units of help information from the one or more content item code entries in the one or more index tables; and
displaying the first plurality of units of help information and the second plurality of units of help information on the display in order of the relevance values.
28. The method of claim 26, further comprising:
determining a total number of the page identifier and content item codes that occur in the first plurality of help information entries and second plurality of help information entries; and
displaying the first plurality of units of help information and the second plurality of units of help information on the display in order of the determined total number of the page identifier and content item codes that occur in each unit of help information.
43. A bodily injury insurance claims processing system comprising:
a computer system including a memory medium;
a display device coupled to the computer system;
one or more user input devices coupled to the computer system;

a help database for the bodily injury insurance claims processing system stored in the memory medium, wherein the help database comprises one or more documents related to the processing of bodily injury insurance claims in the bodily injury insurance claims processing system and one or more tables configured for use in locating occurrences of terms in the help database; and

a bodily injury insurance claims processing program stored in the memory medium and executable within the computer system, wherein the bodily injury insurance claims processing program is executable to:

- initiate processing of a bodily injury insurance claim on the bodily injury insurance claims processing system, wherein said processing of the bodily injury insurance claim comprises one or more steps, and wherein each step is displayable in a display page on the display device, and wherein each step is associated with a page identifier, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;
- initiate a first step in the processing of the bodily injury insurance claim;
- locate a first help information entry for the first step in the help database using a page identifier for the first step, wherein the page identifier for the display page for the first step is a unique code for a display page for the first step, wherein the first help information entry for the first step includes a first unit of help information for the first step;
- read the first unit of help information for the first step from the first help information entry in the help database;
- display the first unit of help information read from the first help information entry for the first step on the display device; and
- display the display page for the first step on the display device; wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context

sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display.

44. The system of claim 43, wherein the bodily injury insurance claims processing program is further executable to:

locate a second help information entry for the first step in the help database using the page identifier for the display page, wherein the second help information entry for the first step includes a second unit of help information for the first step;

read the second unit of help information for the first step from the second help information entry in the help database; and

display the second unit of help information read from the second help information entry for the first step on the display screen.

45. The system of claim 44, wherein the bodily injury insurance claims processing program is further executable to:

determine a first relevance value for the first unit of help information read from the first help information entry for the first step;

determine a second relevance value for the second unit of help information read from the second help information entry for the first step; and

wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values.

46. The system of claim 43, wherein the help database comprises an index table comprising a plurality of index table entries, wherein a first portion of the plurality of index table entries each comprise a page identifier and an object identifier;

wherein the help database further comprises one or more help information tables each comprising a plurality of help information entries, wherein each of the plurality of help information entries comprises an object identifier and a unit of help information; and
wherein the index table entries in the index table are used to locate help information entries in the one or more help information tables by matching index table entry object identifiers to help information entry object identifiers.

47. The system of claim 46,
wherein, in said locating the first help information entry for the first step in the help database using the page identifier for the display page, the bodily injury insurance claims processing program is further executable to:
locate in the index table a first index table entry comprising a page identifier that matches the page identifier for the display page, wherein the first index table entry comprises a first object identifier;
read the first object identifier from the index table entry; and
locate in a first of the one or more help information tables the first help information entry for the first object identifier, wherein an object identifier in the first help information entry matches the first object identifier from the first index table entry, and wherein the first help information entry further comprises the first unit of help information for the first step.

48. The system of claim 47,
wherein the one or more help information tables comprise a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and

a text table, wherein units of help information in the text table include text sections from the one or more documents;
wherein the bodily injury insurance claims processing program is further executable to:
determine a first relevance value for the first unit of help information read from the first help information entry for the first step; and
determine a second relevance value for the second unit of help information read from the second help information entry for the first step;
wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values, and
wherein, in determining at least one of the first or second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

51. The system of claim 43, wherein the bodily injury insurance claims processing program is further executable to:

provide a search interface on the display device, wherein the search interface is configured to accept user input of one or more terms to be searched for in the help database from one or more of the user input devices;
accept a first term to be searched for in the search interface, wherein the first term is entered by a user of the bodily injury insurance claims processing system using one or more of the user input devices;
initiate a search for the first term in the help database;
locate a first help information entry for the first term in the help database, wherein the first help information entry for the first term includes a first unit of help information for the first term;
read the first unit of help information for the first term from the first help information entry in the help database; and
display the first unit of help information read from the first help information entry for the first term on the display device.

52. The system of claim 51, wherein the bodily injury insurance claims processing program is further executable to:

- locate a second help information entry for the first term in the help database, wherein the second help information entry for the first term includes a second unit of help information for the first term;
- read the second unit of help information for the first term from the second help information entry in the help database; and
- display the second unit of help information read from the second help information entry for the first term on the display.

53. The system of claim 52, wherein the bodily injury insurance claims processing program is further executable to:

- determine a first relevance value for the first unit of help information read from the first help information entry for the first term;
- determine a second relevance value for the second unit of help information read from the second help information entry for the first term; and
- wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values.

54. A bodily injury insurance claims processing system comprising:

- a computer system including a memory medium;
- a display device coupled to the computer system;
- a help database for the bodily injury insurance claims processing system stored in the memory medium, wherein the help database comprises:
 - one or more documents related to the processing of bodily injury insurance claims in the bodily injury insurance claims processing system;
 - one or more help information tables comprising help information entries configured for use in locating occurrences of terms in the help database; and

one or more index tables comprising index table entries configured for use in locating help information entries in the one or more help information tables; and

a bodily injury insurance claims processing program stored in the memory medium and executable within the computer system, wherein the bodily injury insurance claims processing program is executable to:

- initiate processing of a bodily injury insurance claim on the computer-based bodily injury insurance claims processing system, wherein said processing of the bodily injury insurance claim in the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayable in a display page on the display device, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;
- initiate a first step in the processing of the bodily injury insurance claim;
- retrieve a page identifier for a display page for the first step from display page information for the first step, wherein the page identifier for the display page for the first step is a unique code for the display page for the first step;
- locate a first page identifier entry for the page identifier in a first index table, wherein the first page identifier entry includes a first object identifier for locating help information entries in the one or more help information tables;
- read the first object identifier from the first page identifier entry;
- locate a first help information entry for the first object identifier in a first help information table from the one or more help information tables, wherein the first help information entry for the first object identifier includes a first unit of help information for the first step;
- read the first unit of help information for the first step from the first help information entry in the first help information table;

display the first unit of help information read from the first help information entry for the first step on the display device; and display the display page for the first step on the display device; wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display.

55. The system of claim 54, wherein the bodily injury insurance claims processing program is further executable to:

locate a second page identifier entry for the page identifier in the first index table, wherein the second page identifier entry includes a second object identifier for locating help information entries in the one or more help information tables;

retrieve the second object identifier from the second page identifier entry;

locate a second help information entry for the second object identifier in the first help information table, wherein the second help information entry for second first object identifier includes a second unit of help information for the first step;

read the second unit of help information for the first step from the second help information entry in the first help information table; and

display the second unit of help information read from the second help information entry for the first step on the display.

56. The system of claim 55, wherein the bodily injury insurance claims processing program is further executable to:

determine a first relevance value for the first unit of help information read from the first help information entry for the first step;

determine a second relevance value for the second unit of help information read from the second help information entry for the first step; and wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values.

57. The system of claim 55, wherein the bodily injury insurance claims processing program is further executable to:

read a first relevance value for the first unit of help information read from the first help information entry for the first step from the first page identifier entry in the first index table;

read a second relevance value for the second unit of help information read from the second help information entry for the first step from the second page identifier entry in the first index table; and

wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values.

58. The system of claim 54, wherein the first step includes one or more content items each associated with a content item code, and wherein the content items are displayable on the display page for the first step;

wherein the bodily injury insurance claims processing program is further executable to:

locate a first content item code entry for the first content item code in the first index table, wherein the first content item code entry includes a third object identifier for locating help information entries in the one or more help information tables;

retrieve the third object identifier from the first content item code entry;

locate a third help information entry for the third object identifier in the first help information table, wherein the third help information entry for the third object identifier includes a third unit of help information for the first content item of the first step;

read the third unit of help information for the first content item of the first step from the third help information entry in the first help information table; and
display the third unit of help information read from the third help information entry for the first content item of the first step on the display.

59. The system of claim 58, wherein the bodily injury insurance claims processing program is further executable to:

determine a first relevance value for the first unit of help information read from the first help information entry for the first step;
determine a third relevance value for the third unit of help information read from the third help information entry for the first content item of the first step;
and
wherein the first unit of help information and the third unit of help information are displayed in order of their relevance values.

60. The system of claim 58, wherein the bodily injury insurance claims processing program is further executable to:

read a first relevance value for the first unit of help information read from the first help information entry for the first step from the first page identifier entry;
read a third relevance value for the third unit of help information read from the third help information entry for the first content item of the first step from the third page identifier entry; and
wherein the first unit of help information and the third unit of help information are displayed in order of their relevance values.

62. The system of claim 54,
wherein the one or more help information tables comprise a header table, wherein units of help information in the header table include headers from one or

more documents related to the processing of the bodily injury insurance claim.

63. The system of claim 54,
wherein the one or more help information tables comprise a text table, wherein
units of help information in the text table include text sections from one or
more documents related to the processing of the bodily injury insurance
claim.
64. A bodily injury insurance claims processing system comprising:
a computer system including a memory medium;
a display device coupled to the computer system;
one or more user input devices coupled to the computer system;
a help database for the bodily injury insurance claims processing system stored in
the memory medium, wherein the help database comprises:
one or more documents related to the processing of bodily injury
insurance claims in the bodily injury insurance claims processing
system;
one or more help information tables comprising help information entries
configured for use in locating occurrences of terms in the help
database; and
one or more index tables comprising index table entries configured for use
in locating help information entries in the one or more help
information tables; and
a bodily injury insurance claims processing program stored in the memory
medium and executable within the computer system, wherein the bodily
injury insurance claims processing program is executable to:
initiate processing of a bodily injury insurance claim on the computer-
based bodily injury insurance claims processing system, wherein
said processing of the bodily injury insurance claim in the
computer-based bodily injury insurance claims processing system

comprises one or more steps, and wherein each step is displayed in one or more display pages on the display device, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;

initiate a first step in the processing of the bodily injury insurance claim;

retrieve a page identifier for a display page for the first step from display page information for the first step, wherein the page identifier for the display page for the first step is a unique code for the display page for the first step;

locate a plurality of page identifier entries for the page identifier in one or more index tables, wherein each of the plurality of page identifier entries includes an object identifier for locating object identifier entries for the page identifier in one or more help information tables;

retrieve a plurality of object identifiers from the plurality of page identifier entries;

locate a first plurality of help information entries for the plurality of object identifiers in the one or more help information tables, wherein each of the first plurality of help information entries includes a unit of help information for the display page for the first step;

read a first plurality of units of help information for the display page for the first step from the first plurality of help information entries;

display the first plurality of units of help information read from the first plurality of help information entries for the display page for the first step on the display device; and

display the display page for the first step on the display device;

wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the

first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display.

65. The system of claim 64, wherein the bodily injury insurance claims processing program is further executable to:

read a first plurality of relevance values for the first plurality of units of help information from the plurality of page identifier entries in the one or more index tables; and

display the first plurality of units of help information on the display in order of the first plurality of relevance values.

66. The system of claim 64,

wherein the first step includes a plurality of content items;

wherein the plurality of content items are displayed on the display page for the first step;

wherein one or more of the plurality of content items of the first step are each associated with a content item code; and

wherein the bodily injury insurance claims processing program is further executable to:

retrieve one or more content item codes for the one or more of the plurality of content items;

locate one or more content item code entries for the one or more content item codes in the one or more index tables, wherein each of the one or more content item code entries includes an object identifier for locating help information entries in the one or more help information tables;

retrieve one or more object identifiers from the one or more content item code entries for the one or more content item codes;

locate a second plurality of help information entries for the one or more object identifiers in the one or more help information tables,

wherein the second plurality of help information entries for the one or more object identifiers each include a unit of help information; read a second plurality of units of help information for the one or more of the plurality of content items from the second plurality of help information entries in the one or more help information tables; and display the second plurality of units of help information read from the second plurality of help information entries on the display device.

67. The system of claim 66, wherein the bodily injury insurance claims processing program is further executable to:

read a first plurality of relevance values for the first plurality of units of help information from the plurality of page identifier entries in the one or more index tables;

read one or more relevance values for the second plurality of units of help information from the one or more content item code entries in the one or more index tables; and

display the first plurality of units of help information and the second plurality of units of help information on the display device in order of the relevance values.

68. The system of claim 66, wherein the bodily injury insurance claims processing program is further executable to:

determine a total number of the page identifier and content item codes that occur in the first plurality of help information entries and second plurality of help information entries; and

display the first plurality of units of help information and the second plurality of units of help information on the display in order of the determined total number of the page identifier and content item codes that occur in each unit of help information.

81. A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

initiating processing of a bodily injury insurance claim on a computer-based bodily injury insurance claims processing system comprising a display, wherein said processing of the bodily injury insurance claim on the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayable in a display page on the display, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;

initiating a first step in the processing of the bodily injury insurance claim;

retrieving a page identifier for the display page for the first step from display information describing the display page for the first step, wherein the page identifier for the display page for the first step is a unique code for the display page for the first step;

locating a first help information entry for the first step in a help database using the page identifier for the display page, wherein the first help information entry for the first step includes a first unit of help information for the first step;

reading the first unit of help information for the first step from the first help information entry in the help database;

displaying the first unit of help information read from the first help information entry for the first step on the display; and

displaying the display page for the first step on the display;

wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display.

82. The carrier medium of claim 81, wherein the program instructions are further computer-executable to implement:

locating a second help information entry for the first step in the help database using the page identifier for the display page, wherein the second help information entry for the first step includes a second unit of help information for the first step;

reading the second unit of help information for the first step from the second help information entry in the help database;

determining a first relevance value for the first unit of help information read from the first help information entry for the first step;

determining a second relevance value for the second unit of help information read from the second help information entry for the first step; and

displaying the second unit of help information read from the second help information entry for the first step on the display;

wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values.

83. The carrier medium of claim 81,

wherein the help database comprises an index table comprising a plurality of index table entries, wherein a first portion of the plurality of index table entries each comprise a page identifier and an object identifier;

wherein the help database further comprises one or more help information tables each comprising a plurality of help information entries, wherein each of the plurality of help information entries comprises an object identifier and a unit of help information;

wherein the index table entries in the index table are used to locate help information entries in the one or more help information tables by matching index table entry object identifiers to help information entry object identifiers; and

wherein, in said locating the first help information entry for the first step in the help database using the page identifier for the display page, the program instructions are further computer-executable to implement:
locating in the index table a first index table entry comprising a page identifier that matches the page identifier for the display page, wherein the first index table entry comprises a first object identifier;
reading the first object identifier from the index table entry; and
locating in a first of the one or more help information tables the first help information entry for the first object identifier, wherein an object identifier in the first help information entry matches the first object identifier from the first index table entry, and wherein the first help information entry further comprises the first unit of help information for the first step.

84. The carrier medium of claim 83,
wherein the one or more help information tables comprise a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and
wherein the one or more help information tables further comprise a text table, wherein units of help information in the text table include text sections from one or more documents related to the processing of the bodily injury insurance claim.
85. The carrier medium of claim 81,
wherein the first unit of help information read from the first help information entry for the display page is information relevant to performing the first step in processing of the bodily injury insurance claim.

86. The carrier medium of claim 81, wherein the program instructions are further computer-executable to implement:

- providing a search interface on the display, wherein the search interface is configured to accept user input of one or more terms to be searched for in the help database;
- receiving a first term to be searched for in the search interface;
- initiating a search for the first term in the help database;
- locating a first help information entry for the first term in the help database, wherein the first help information entry for the first term includes a first unit of help information for the first term;
- reading the first unit of help information for the first term from the first help information entry in the help database; and
- displaying the first unit of help information read from the first help information entry for the first term on the display.

87. The carrier medium of claim 86, wherein the program instructions are further computer-executable to implement:

- locating a second help information entry for the first term in the help database, wherein the second help information entry for the first term includes a second unit of help information for the first term;
- reading the second unit of help information for the first term from the second help information entry in the help database;
- determining a first relevance value for the first unit of help information read from the first help information entry for the first term;
- determining a second relevance value for the second unit of help information read from the second help information entry for the first term; and
- displaying the second unit of help information read from the second help information entry for the first term on the display;

wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values.

88. A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

initiating processing of a bodily injury insurance claim on a computer-based
bodily injury insurance claims processing system comprising a display,
wherein said processing of the bodily injury insurance claim on the
computer-based bodily injury insurance claims processing system
comprises one or more steps, and wherein each step is displayable in a
display page on the display, and wherein processing a bodily injury
insurance claim comprises evaluating, analyzing and estimating the
amount of damage associated with the bodily injuries;

initiating a first step in the processing of the bodily injury insurance claim;

retrieving a page identifier for the display page for the first step from display
information describing the display page for the first step, wherein the page
identifier for the display page for the first step is a unique code for the
display page for the first step;

locating a first page identifier entry for the page identifier in a first index table,
wherein the first page identifier entry includes a first object identifier for
locating help information entries in one or more help information tables;

reading the first object identifier from the first page identifier entry;

locating a first help information entry for the first object identifier in a first help
information table from the one or more help information tables, wherein
the first help information entry for the first object identifier includes a first
unit of help information for the first step;

reading the first unit of help information for the first step from the first help
information entry in the first help information table;

displaying the first unit of help information read from the first help information
entry for the first step on the display; and

displaying the display page for the first step on the display;

wherein the first unit of help information for the first step comprises context
sensitive help for the first step, wherein the context sensitive help for the
first step is automatically invoked and displayed on the display when the

first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display.

89. The carrier medium of claim 88, wherein the program instructions are further computer-executable to implement:

locating a second page identifier entry for the page identifier in the first index table, wherein the second page identifier entry includes a second object identifier for locating help information entries in the one or more help information tables;

retrieving the second object identifier from the second page identifier entry;

locating a second help information entry for the second object identifier in the first help information table, wherein the second help information entry for second first object identifier includes a second unit of help information for the first step;

reading the second unit of help information for the first step from the second help information entry in the first help information table; and

displaying the second unit of help information read from the second help information entry for the first step on the display.

90. The carrier medium of claim 89, wherein the program instructions are further computer-executable to implement:

determining a first relevance value for the first unit of help information read from the first help information entry for the first step;

determining a second relevance value for the second unit of help information read from the second help information entry for the first step; and

wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values.

91. The carrier medium of claim 88,

wherein the first step includes one or more content items each associated with a content item code, and wherein the content items are displayable on the display page for the first step;

wherein the program instructions are further computer-executable to implement:

- locating a first content item code entry for the first content item code in the first index table, wherein the first content item code entry includes a third object identifier for locating help information entries in the one or more help information tables;
- retrieving the third object identifier from the first content item code entry;
- locating a third help information entry for the third object identifier in the first help information table, wherein the third help information entry for the third object identifier includes a third unit of help information for the first content item of the first step;
- reading the third unit of help information for the first content item of the first step from the third help information entry in the first help information table; and
- displaying the third unit of help information read from the third help information entry for the first content item of the first step on the display.

92. The carrier medium of claim 91, wherein the program instructions are further computer-executable to implement:

- determining a first relevance value for the first unit of help information read from the first help information entry for the first step;
- determining a third relevance value for the third unit of help information read from the third help information entry for the first content item of the first step; and

wherein the first unit of help information and the third unit of help information are displayed in order of their relevance values.

94. The carrier medium of claim 88,

wherein the one or more help information tables comprise a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and

wherein the one or more help information tables further comprise a text table, wherein units of help information in the text table include text sections from one or more documents related to the processing of the bodily injury insurance claim.

95. A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

initiating processing of a bodily injury insurance claim on a computer-based bodily injury insurance claims processing system comprising a display, wherein said processing of the insurance claim on the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayed in one or more display pages on the display, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;

initiating a first step in the processing of the bodily injury insurance claim;

retrieving a page identifier for a display page for the first step from display information describing the display page for the first step, wherein the page identifier for the display page for the first step is a unique code for the display page for the first step;

locating a plurality of page identifier entries for the page identifier in one or more index tables, wherein each of the plurality of page identifier entries includes an object identifier for locating object identifier entries for the page identifier in one or more help information tables;

retrieving a plurality of object identifiers from the plurality of page identifier entries in response to initiating the first step;

locating a first plurality of help information entries for the plurality of object identifiers in the one or more help information tables, wherein each of the first plurality of help information entries includes a unit of help information for the display page for the first step;
reading a first plurality of units of help information for the display page for the first step from the first plurality of help information entries;
displaying the first plurality of units of help information read from the first plurality of help information entries for the display page for the first step on the display; and
displaying the display page for the first step on the display;
wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display.

96. The carrier medium of claim 95, wherein the program instructions are further computer-executable to implement:

reading a first plurality of relevance values for the first plurality of units of help information from the plurality of page identifier entries in the one or more index tables; and
displaying the first plurality of units of help information on the display in order of the first plurality of relevance values.

97. The carrier medium of claim 95,
wherein the first step includes a plurality of content items;
wherein the plurality of content items are displayed on the display page for the first step;
wherein one or more of the plurality of content items of the first step are each associated with a content item code; and

wherein the program instructions are further computer-executable to implement:

- retrieving one or more content item codes for the one or more of the plurality of content items;
- locating one or more content item code entries for the one or more content item codes in the one or more index tables, wherein each of the one or more content item code entries includes an object identifier for locating help information entries in the one or more help information tables;
- retrieving one or more object identifiers from the one or more content item code entries for the one or more content item codes;
- locating a second plurality of help information entries for the one or more object identifiers in the one or more help information tables, wherein the second plurality of help information entries for the one or more object identifiers each include a unit of help information;
- reading a second plurality of units of help information for the one or more of the plurality of content items from the second plurality of help information entries in the one or more help information tables; and
- displaying the second plurality of units of help information read from the second plurality of help information entries on the display.

98. The carrier medium of claim 97, wherein the program instructions are further computer-executable to implement:

- reading a first plurality of relevance values for the first plurality of units of help information from the plurality of page identifier entries in the one or more index tables;
- reading one or more relevance values for the second plurality of units of help information from the one or more content item code entries in the one or more index tables; and
- displaying the first plurality of units of help information and the second plurality of units of help information on the display in order of the relevance values.

99. The carrier medium of claim 97, wherein the program instructions are further computer-executable to implement:

determining a total number of the page identifier and content item codes that occur in the first plurality of help information entries and second plurality of help information entries; and

displaying the first plurality of units of help information and the second plurality of units of help information on the display in order of the determined total number of the page identifier and content item codes that occur in each unit of help information.

114. The method of claim 3, wherein the first and second units of help information comprise headers from one or more documents related to the processing of the bodily injury insurance claim and text sections from the one or more documents, wherein determining the first relevance value comprises using a word count for a term or a code from the first help information entry, wherein determining the second relevance value comprises using a word count for the term or the code from the second help information entry, wherein, in determining at least one of the first and second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

115. The method of claim 3, wherein the first and second units of help information comprise headers from one or more documents related to the processing of the bodily injury insurance claim and text sections from the one or more documents, wherein determining the first relevance value comprises determining a position of a code or a term in the first help information entry, wherein determining the a second relevance value comprises determining a position of the code or the term in the second help information entry, wherein, in determining at least one of the first and second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

117. The method of claim 3, wherein the first and second units of help information comprise headers from one or more documents related to the processing of the bodily

injury insurance claim and text sections from the one or more documents, wherein determining at least one of the relevance values comprises:

using a word count for a term or a code from the help information entry to produce a percentage relevance value;

using a position of a code or a term in the help information entry and using position of the occurrence and the total word count of the portion of the document to produce a positional relevance value; and

combining the percentage relevance value and the positional relevance value to produce the relevance value for the occurrence, wherein, in determining at least one of the first and second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

118. The method of claim 115, wherein the first and second relevance values comprise relevance values for occurrences headers and relevance values for text sections, wherein the weight or scaling factors for the first and second relevance values are such that the relevance values for the headers are always at least as high as the relevance values for the text sections.

119. The method of claim 115, wherein the first and second relevance values comprise relevance values for occurrences headers and relevance values for text sections, wherein the weight or scaling factors for the first and second relevance values are such that the minimum relevance values for the headers are the maximum relevance values for the text sections.

120. The method of claim 1, further comprising displaying on the display a location of an occurrence of the first unit of help information in one or more documents.

121. The method of claim 1, further comprising displaying on the display a location of an occurrence of the first unit of help information in one or more documents, wherein the location is displayed as a chapter hierarchy of at least one of the documents in which the occurrence is found.

122. The method of claim 1, wherein one portion of the display comprises a plurality of step elements, wherein another portion of the display comprises context sensitive help for the step and context sensitive help for each of the step elements.

X. Evidence Appendix

No evidence submitted under 37 CFR §§ 1.130, 1.131 or 1.132 or otherwise entered by the Examiner is relied upon in this appeal.

XI. Related Proceedings Appendix

There are no related proceedings.